Chapter 12 - Credit Memo - CRM

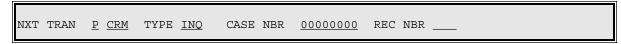
Credit Memo

The purpose of a credit memo is to credit either all or a portion of a parties account.

Accessing the A/R Credit Memo screen:

From the transaction request screen, enter **CRM** in the next tran field and **INQ** in the type field along with the receipt number in the case number field that you want to inquire on and press <Enter>.

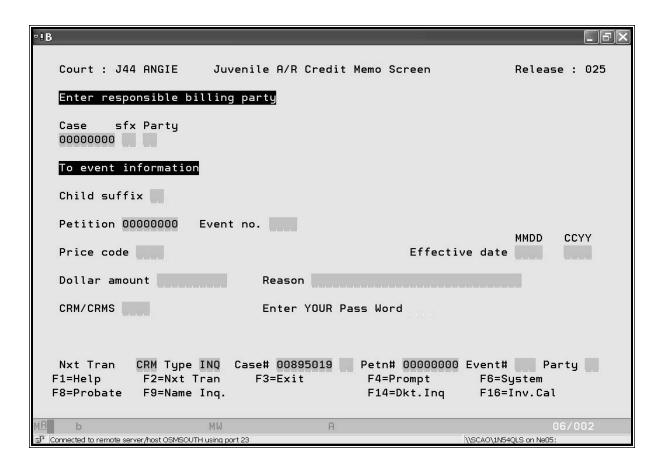
Probate Next Tran Line:



Juvenile Next Tran Line:



The following screen will be displayed for you.



Following are field descriptions for the Master Payment Inquiry screen.

~Enter responsible billing party~

The following information is on the party that the financial order was added to the FRD screen.

~Case~

This is the case number that you want to perform the credit memo on.

~Sfx~

This is the suffix number of the case that you want to perform the credit memo on. This field is only used for Juvenile credit memo's.

~Party~

This is the party that the financial order was added to. By prompting on this field <F4> and selecting the correct financial order a majority of this screen will be loaded for you by the system.

~To Event Information~

The following information is gathered from the FRD and event that is being credited.

~Petition~

This is the petition number that the financial order was added to. If you prompt <F4> on the party field and select the financial order that is to be credited, this information would be prefilled for you.

~Event No~

This is the event number that the financial order was added to. If you prompt <F4> on the party field and select the financial order that is to be credited, this information would be prefilled for you.

~Price Code~

This is the price code that the party was ordered to pay. If you prompt <F4> on the party field and select the financial order that is to be credited, this information would be prefilled for you.

~Effective Date~

This is the effective date of the price code. This is the case number and suffix number that the financial order was added to. This number may be different than the suffix number that the party is attached to.

~Dollar amount~

This is the dollar amount that you want to credit this financial order for. You must enter a dollar amount.

~Reason~

This is the reason that you are crediting this financial order. You must enter a reason.

~CRM/CRMS~

This is the type of credit memo you are creating. If it is a credit memo for community service then you must enter CRMS. If it is a regular credit then enter CRM.

~Enter your password~

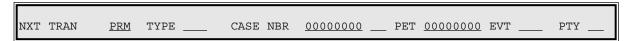
Enter your financial password. If you do not have authority to create credit memo's the system will not let you perform this function.

Creating a Credit Memo:

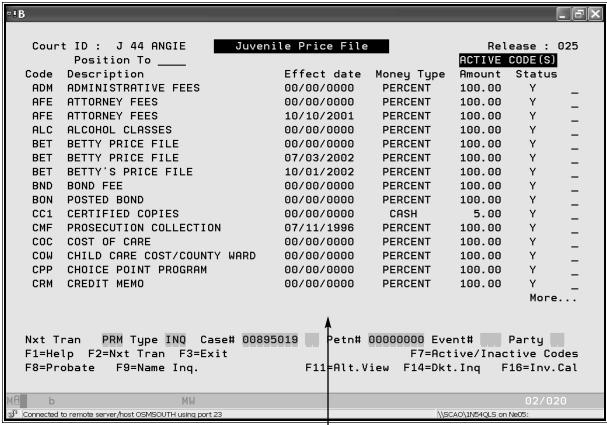
The purpose of a credit memo is to credit a portion of or all of a parties account. Following is an example of the process of crediting an account. First, the user must have authority to credit memos. Second, a credit is permanent.

Before you begin, you will need to know the following information:

- 1. Case number and suffix number that the financial order was applied to.
- 2. The amount that needs to be credited.
- 3. If there is an effective date on the price code that needs credited. To find if there is an effective date you will need to display the PRM screen by entering **PRM/INQ** on the next tran line.



The following screen will be displayed for you.



Once you find the price file, check the effective date.—

If the date is 00/00/0000 then there is not an effective date. The only time you enter an effective date on the credit memo screen is if an actual date appears here.

Creating a credit memo:

Accessing the A/R Credit Memo screen:

From the transaction request screen, enter **CRM** in the next tran field and **INQ** in the type field along with the receipt number in the case number field that you want to inquire on and press <Enter>.

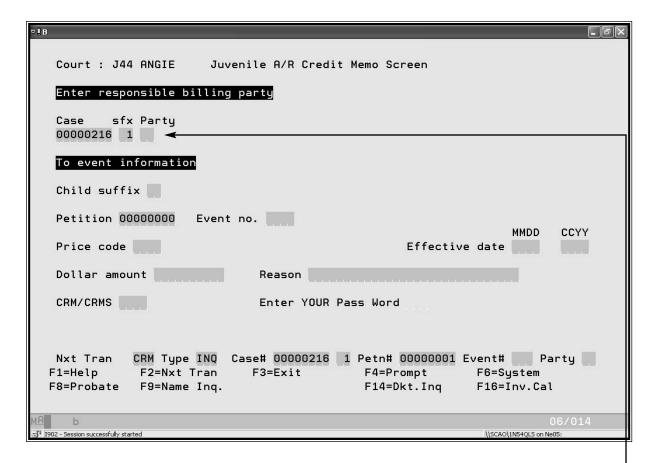
Probate Next Tran Line:



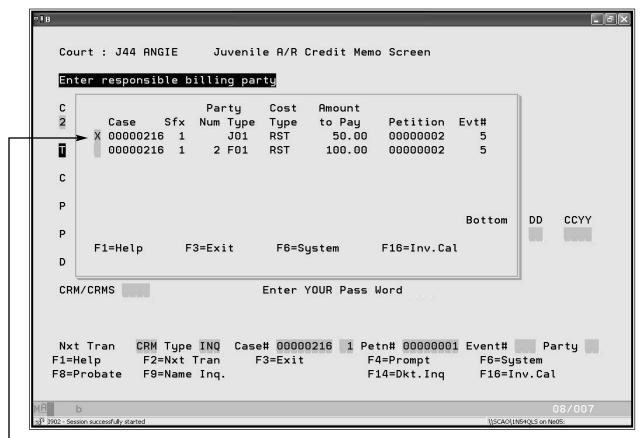
Juvenile Next Tran Line:



The following screen will be displayed for you.



- 1. Enter the case number and suffix number of the child that the financial order was applied to.
- 2. Prompt <F4> on the party field. The system will display the following screen. –



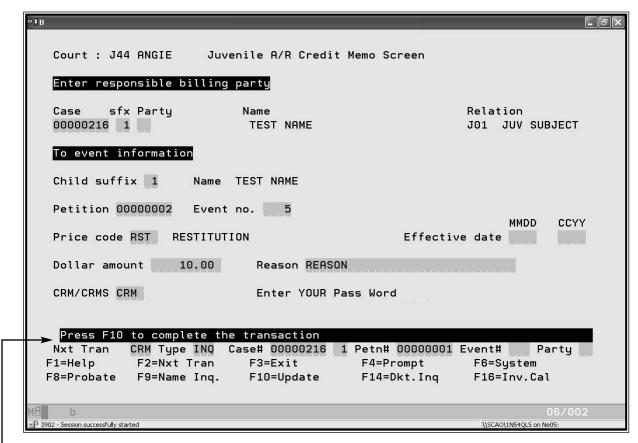
Select the financial order that you want to credit by placing an "X" on the line beside it and pressing <Enter>. The system will display the following screen.



The system has pre-filled as much information that if could bring in from the financial order. You will have to enter the following information.

- 1. Effective date.
- 2. Dollar amount to be credited.
- 3. Reason for the credit.
- 4. The type of credit.
- 5. Financial password.

After all information is entered on the screen, press <Enter>. The system will then evaluate your entries and either return a message informing you of an error or display the following screen.



Press <F10> to complete the transaction. Once you press <F10>, the credit will be completed. Make sure you are crediting the correct case/suffix/party. Credit's can't be deleted.

After you have processed the credit, the system will print a credit receipt for your records and display the following screen.

